

CORE LEVELS OF I&R SERVICE DELIVERY

DATA DISSEMINATION

Each regional provider is responsible for dissemination of collected human service information. The following are components of I&R service dissemination:

- Provide citizens access to information about resources in the Commonwealth
- Refer citizens to available resources that address their needs
- Provide human service information to service providers
- Operate a service delivery structure that serves their region. Service hours for I&R shall be at a minimum, the hours of 8:30 a.m. - 5:00 p.m., Monday through Friday
- Provide information on human service resources by telephone, walk-in, appointment, mail, fax, e-mail or Web site
- Establish partnerships, when feasible, to maximize dissemination of I&R services
- Develop products that expand access to human service resources. These may include directories, quick guides, information disks, brochures, and additional Web access
- Provide optimal after-hours service delivery. Options include forwarding calls to another I&R center, recorded messages directing callers to crisis services, answering services or use of an after hours service provider like a crisis line
- Submit reports regarding service delivery to contracting organizations and other decision makers as appropriate
- Conduct follow-up on 3% of eligible I&R calls resulting in referral to another service provider